

State of Louisiana
Department of Revenue

Information Technology Software
Maintenance
Solicitation No. 4400008516 PSC

Official Responses to Written Inquiries

1 – How is the current system, as described in the RFP being supported?

Response: *The current system is supported through a support services contract with Fairfax Imaging, Inc.*

2 – If currently outsourced, to whom?

Response: *Fairfax Imaging, Inc.*

3 – How many staff/personnel are currently assigned?

Response: *The number of staff employed by Fairfax for the support contract is unknown.*

4 – Can the age of the equipment be provided?

Response: *The ImageTrac III scanners were implemented in June 2005. The ImageTrac IV scanners are less than 6 months old*

5 – Does LDR have current hardware under maintenance contract?

Response: *A hardware maintenance contract is in place for the ImageTrac III scanners. The ImageTrac IV scanners are currently under warranty and will be covered by a hardware maintenance contract when the warranty period expires.*

6 – Does LDR have software support contracts with manufacturers?

Response: *Yes.*